



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

May 28, 2008

Robert Krieger, President
Norman Krieger, Inc.
921 West Artesia Blvd.
Rancho Dominguez, CA 90220

Dear Mr. Krieger:

RE: **FINAL MONITORING VISIT REPORT** for Norman Krieger, Inc. – **ET06-0248**

Date of the Visit:	5/27/08
Beginning/Ending Time:	9:30 a.m. – 1:30 p.m.
Date of Last Visit:	7/17/07
Visit Location:	Rancho Dominguez
Persons in attendance:	Bridget Hanna, Office Manager, Norman Krieger, Inc. Maggie Menzel, Menzel & Associates Gilberto Pelaez, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	2/13/06 – 2/12/08	Agreement Amount:	\$198,900
Training Start Date:	2/13/06	No. to Retain:	85
Date Training must be Completed:	11/14/07	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	117

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1100 J Street, 4th Floor
SACRAMENTO, CA 95814
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SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed on 3/16/06 and training began on 2/13/06. Your staff reported that all training was completed on 11/14/07, which allows for the 90-day retention period to be completed within the term ending date of the Agreement on 2/12/08.

Your training records show that 76 (89%) of the 85 trainees to be placed/retained have completed training and the 90 day retention period. Current ETP data indicated that you have earned and received \$103,834 (52%) of the total Agreement amount approved by ETP for the placement/retention of 76 trainees.

In reference to the overall experience you had in implementing the ETP project, Ms. Hanna addressed the following questions:

- 1) Barriers in implementing the ETP project: We did not encounter barriers other than our own lack of experience. Thankfully we had the help of a consultant to guide us thru the process.
- 2) Problems, if any, with ETP record keeping: None to speak of, the process seemed very straightforward.
- 3) Assistance ETP could have provided to improve process for future Contractors: Perhaps by providing training or guidance during the application process would help eliminate the need to hire outside consultant.
- 4) How did your company benefit from ETP training: Almost immediately we noticed a great improvement in moral. As the training progressed we saw improvement in productivity.
- 5) The reason(s) why you did not complete the number (85) of trainees specified in the Agreement. Our training was delayed by technical issues we discovered with our IT infrastructure as well as delays in completing construction work in our training room. The majority of our training was done in-house.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number to Retain	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
1	85	116	40	76	76	76
Totals :	85	116	40	76	76	76

The project status shown above is in agreement with the ETP Contract Status Report.

ATTENDANCE ROSTERS/INVOICES:

To verify the provision of training, the Analyst reviewed the training records of 20 trainees billed for progress and final payment on Invoices 5 and 6. The records reviewed were properly completed; contained the information and signatures required by ETP; the training curriculum was followed; the 1:20 trainer to trainee ratio was adhered to; and the training hours completed by the trainees were validated.

AUDIT:

Norman Krieger, Inc. will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Mr. Pelaez at (818) 755-1323 or by email at gpelaez@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,

Dolores Kendrick, Manager
North hollywood Regional Office

Gilberto Pelaez, Contract Analyst
North Hollywood Regional Office

cc: Bridgette Hanna, NK, Inc. (via e-mail)
Maggie Menzel, Consultant (via e-mail)
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File
Date report mailed to Contractor _____

